IN THE CLAIMS:

1   1. (Original): A call management method implemented using a call routing engine, the

2   method comprising:

3   receiving at the engine a first call management message for causing the engine to

4   initiate establishment of one of a first connection and a second connection, the first con-

5   nection being via a public network and also being between one called device and a call-

6   ing device, the second connection being via the network and also being among the calling

7   device, the one called device, and another called device, the calling device being previ-

8   ously connected to the another called device via the network prior to receipt of the mes-

9   sage at the engine; and

10   issuing from the engine, in response to the receipt of the first call management

11 message at the engine, a second call management message specifying a DTMF sequence

12 for provision to the network to cause the network to initiate the establishment of the one

13 of the first connection and the second connection.

1   2. (Original): A method according to claim 1, wherein the first call management mes-

2   sage is issued from the another called device to the engine.

1   3. (Original): A method according to claim 1, further comprising:

2   receiving at the another called device the second call management message; and

3   in response receipt of the second call management message at the another called

4   device, providing from the another called device to the network the DTMF sequence.

1   4. (Original): A method according to claim 3, wherein the DTMF sequence is provided

2   to the network from the another called device via a third connection that existed, via the

3   network, between the another called device and the calling device prior to the receipt of

4   the first call management message at the engine.

1   5. (Original): A method according to claim 1, wherein the first connection is for facili-

2   tating a call transfer operation.

1   6. (Original): A method according to claim 1, wherein the second connection is for fa-

2   cilitating a call conferencing operation.

1   7. (Original): A method according to claim 1, wherein the one called device and the an-

2   other called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   8. (Original): A method according to claim 4, further comprising:

2   in response to the receipt of the second call management message at the another

3   called device, terminating the third connection.

1   9. (Currently Amended): A call management apparatus, comprising:

2   a call routing engine to receive ~~that receives~~ a first call management message to

3   cause ~~for causing~~ the engine to initiate establishment of one of a first connection and a

4   second connection, the first connection being via a public network and also between one

5   called device and a calling device, the second connection being via the network and also

6   being among the calling device, the one called device, and another called device, the call-

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7   ing device being previously connected to the another called device via the network prior

8   to receipt of the message by the engine; and

9   the engine ~~issuing~~ to issue , in response to the receipt of the first call manage-

10 ment message by the engine, a second call management message specifying a DTMF se-

11 quence for provision to the network to cause the network to initiate the establishment of

12 the one of the first connection and the second connection.

1   10. (Currently Amended): An apparatus according to claim 9, wherein ~~the another called~~

2   ~~device issues~~ the first call management message is issued by another called device to the

3   engine.

1   11. (Currently Amended): An apparatus according to claim 9, wherein:

2   the another called device to receive ~~receives~~ the second call management mes-

3   sage; and

4   in response receipt of the second call management message by the another called

5   device, the another called device to provide ~~provides~~ to the network the DTMF se-

6   quence.

1   12. (Currently Amended): An apparatus according to claim 11, ~~wherein~~ further compris-

2   ing:

3   the another called device to provide ~~provides~~ DTMF sequence to the network via

4   a third connection that existed, via the network, between the another called device and the

5   calling device prior to the receipt of the first call management message by the engine.

1   13. (Currently Amended): An apparatus according to claim 9, wherein the first connec-

2   tion is ~~to facilitate~~ for facilitating a call transfer operation.

1   14. (Currently Amended): An apparatus according to claim 9, wherein the second con-

2   nection is ~~to facilitate~~ for facilitating a call conferencing operation.

1   15. (Original): An apparatus according to claim 9, wherein the one called device and the

2   another called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   16. (Currently Amended): An apparatus according to claim 11, further comprising:

2   in response to the receipt of the second call management message at the another

3   called device, the another called device ~~to initiate~~ initiates termination of a previously-

4   established connection between the calling device and the another called device.

1   17. (Original): A call management system, comprising:

2   means for receiving at the engine a first call management message for causing the

3   engine to initiate establishment of one of a first connection and a second connection, the

4   first connection being via a public network and also between one called device and a call-

5   ing device, the second connection being via the network and also being among the calling

6   device, the one called device, and another called device, the calling device being previ-

7   ously connected to the another called device via the network prior to receipt of the mes-

8   sage at the engine; and

9   means for issuing from the engine, in response to the receipt of the first call man-

10   agement message at the engine, a second call management message specifying a DTMF

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11   sequence for provision to the network to cause the network to initiate the establishment of

12   the one of the first connection and the second connection.

1   18. (Original): A system according to claim 17, wherein the first call management mes-

2   sage is issued from the another called device to the engine.

1   19. (Original): A system according to claim 17, further comprising:

2   means for receiving at the another called device the second call management mes-

3   sage; and

4   means for, in response receipt of the second call management message at the an-

5   other called device, providing from the another called device to the network the DTMF

6   sequence.

1   20. (Original): A system according to claim 19, wherein the DTMF sequence is pro-

2   vided to the network from the another called device via a third connection that existed,

3   via the network, between the another called device and the calling device prior to the re-

4   ceipt of the first call management message at the engine.

1   21. (Original): A system according to claim 17, wherein the first connection is for facili-

2   tating a call transfer operation.

1   22. (Original): A system according to claim 17, wherein the second connection is for

2   facilitating a call conferencing operation.

1   23. (Original): A system according to claim 17, wherein the one called device and the

2   another called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   24. (Original): A system according to claim 19, further comprising:

2   means for, in response to the receipt of the second call management message at

3   the another called device, terminating a previously-established connection between the

4   calling device and the another called device.

1   25. (Original): Computer-readable memory comprising computer-executable program

2   instructions for use in call management, the instructions, when executed, causing:

3   receiving at the engine of a first call management message for causing the engine

4   to initiate establishment of one of a first connection and a second connection, the first

5   connection being via a public network and also between one called device and a calling

6   device, the second connection being via the network and also being among the calling

7   device, the one called device, and another called device, the calling device being previ-

8   ously connected to the another called device via the network prior to receipt of the mes-

9   sage at the engine; and

10   issuing from the engine, in response to the receipt of the first call management

11   message at the engine, of a second call management message specifying a DTMF se-

12   quence for provision to the network to cause the network to initiate the establishment of

13   the one of the first connection and the second connection.

1   26. (Original): Memory according to claim 25, wherein the first call management mes-

2   sage is issued from the another called device to the engine.

1   27. (Original): Memory according to claim 25, wherein the instructions, when executed,

2   also cause:

3   receiving at the another called device of the second call management message;

4   and

5   in response receipt of the second call management message at the another called

6   device, providing from the another called device to the network of the DTMF sequence.

1   28. (Original): Memory according to claim 27, wherein the DTMF sequence is provided

2   to the network from the another called device via a third connection that existed, via the

3   network, between the another called device and the calling device prior to the receipt of

4   the first call management message at the engine.

1   29. (Original): Memory according to claim 25, wherein the first connection is for facili-

2   tating a call transfer operation.

1   30. (Original): Memory according to claim 25, wherein the second connection is for fa-

2   cilitating a call conferencing operation.

1   31. (Original): Memory according to claim 25, wherein the one called device and the

2   another called device each comprise a respective ACD, and the network is a public

3   switched telephone network.

1   32. (Original): Memory according to claim 27, wherein the instructions, when executed,

2   also cause:

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3   in response to the receipt of the second call management message at the another

4   called device, terminating of a previously-established connection between the calling de-

5   vice and the another called device.

33. -34. (Cancelled)